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NETWORK SERVICES

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FREE 24-hour Tech Support: 724-746-5500
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Call Center Headsets

Get professional performance, hands-free comfort, and superior sound quality with Call Center Headsets.

FEATURES

- **Noise-canceling microphone eliminates interference.**
- **Foam ear cushions provide extra comfort. The Traditional In-the-Ear model offers users a choice of foam or latex ear tiplets.**
- **Flexible boom for swinging the microphone away from your face.**
- **Comfortable clothing clip prevents headset from dislodging.**

OVERVIEW

A headset is a headset is a headset, right? Wrong! When you're using a headset all day, every day in a noisy call center, not just any headset will do. Call Center Headsets offer all-day comfort, noise-canceling microphones, and deliver quality sound to either one or both ears.

Each Call Center Headset has a sturdy, lightweight design. Monaural models leave one ear free so you can carry on conversations with your coworkers. For especially noisy environments, choose a binaural model—it covers both ears—for staying focused on your customers.

In addition to crystal-clear sound quality and reliable performance, these headsets also provide the utmost in comfort with self-positioning ball-joint receivers that automatically align to the curve of your head; soft, padded ear cushions; and quality pivoting speakers.

Several headset models are available:

- **Elite Monaural and Binaural Headsets (HS110A-R2, HS111A)** have BroadBass speakers for great sound quality. And a click-stop headband and pillow-soft ear cushions guarantee that this headset will have a secure fit.
  Elite headsets include a virtually indestructible DuraFlex™ cable and mic boom. The Binaural model also includes a maintenance kit (ear pads, mouthpiece cover, and cleaner).
- **Flexible-Boom Call Center Headsets (HS112A – HS113A)** feature a flexible, swing-away microphone boom that's easy to adjust. Simply bend the boom until the microphone is in the correct position. Or you can easily swing the microphone out of the way if you want to take a sip of coffee while you're on the phone. Plus, these headsets are comfort-able enough to wear all day. Both models include a maintenance kit.
- If you're looking for the most headset for the least amount of money, consider a **Genie Headset (HS115A).** This durable, comfortable, professional-quality headset has ergonomically correct, contoured speakers and soft ear cushions. A click-stop headband makes sure the headset stays comfortably in place. And the cable and boom feature superior RF suppression and shielding for the clearest possible signals.
- The **Traditional In-the-Ear Headset (HS116A)** offers a hinged ear capsule, a flexible microphone boom, and superior echo-canceling technology. This model includes latex or foam ear tiplets in three sizes.
- The **Call Center Combo Headset (HS117A**) can switch between handset and headset with the flip of a switch. And because it has an amplifier built into the headset, you don't need an amplifier on your desk. Volume control and mute buttons are included on the headset. And a quick disconnect feature lets you release the headset unit from the switch without disconnecting your call. The headset's universal telephone interface makes it compatible with most domestically available phone systems.

TECH SPECS

HS110A-R2, HS111A:

Automatic Gain Control (AGC) — -41 dBV with 1-kHz input
Compliance — Registered to UL® 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90
Current Consumption — <200 µa @ 1.5 VDC
Distortion — Less than 5%
Frequency Response — Transmit and Receive: 300 to 3000 Hz
Input Impedance — 300 ohms
Microphone — Noise-canceling electret
Operating Voltage — 1.5 to 10 VDC Receive
Output (Maximum) — 114 dB spl peak unit
Speaker — Dynamic
Volume Control Range — 18 dB (typical)

HS112A, HS113A:

Automatic Gain Control (AGC) — Threshold level with amplifier: -41 dBV with 1-kHz input
Compliance — Registered to UL 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90
Current Consumption — 300 µa @ 1.2 VDC
Distortion — Less than 3%
Frequency Response — Transmit and Receive: 300 to 3300 Hz
Input Impedance — HS112A: 94 dB spl peak unit; HS113A: 90 dB spl peak unit
Microphone — Noise-canceling electret
Operating Voltage — 1.1 to 9 VDC Receive
Speaker — Dynamic
Volume Control Range — 20 dB (typical)

HS115A:

Automatic Gain Control (AGC) — -41 dBV with 1-kHz input
Compliance — Registered to UL 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225-M90
Current Consumption — <200 µa @ 1.5 VDC
Distortion — Less than 5%
Frequency Response — Transmit and Receive: 300 to 3000 Hz
Input Impedance — 300 ohms
Output (Maximum) — 114 dB spl speak unit
Microphone — Noise-canceling electret
Operating Voltage — 1.5 to 10 VDC
Speaker — Dynamic
Volume Control Range — 18 dB (typical)

HS116A:

Compliance — Registered to UL 1459; FCC Part 68 registered; OSHA Part 1910 subpart S; CSA C22.2 No. 225 M-90
Current Consumption — 300 µa @ 1.2 VDC
Distortion — Less than 3%
Frequency Response — Transmit and Receive: 300 to 3300 Hz
Microphone — Noise-canceling electret
Operating Voltage — 1.1 to 9 VDC

HS117A:

Compliance — Registered to UL 1459; FCC Part 68 registered
Current Consumption — 10 to 120 mA
Distortion — Less than 5%
Frequency Response — Transmit and Receive: 300 to 3000 Hz
Microphone — Noise-canceling electret
Operating Voltage — 3V

HS111A

HS116A

Why Buy From Black Box? Exceptional Value. Exceptional Tech Support. Period.

Recognize any of these situations?

- **You wait more than 30 minutes to get through to a vendor's tech support.**
- **The so-called "tech" can't help you or gives you the wrong answer.**
- **You don't have a purchase order number and the tech refuses to help you.**
- **It's 9 p. m. and you need help, but your vendor's tech support line is closed.**

According to a survey by Data Communications magazine, 90% of network managers surveyed say that getting the technical support they need is extremely important when choosing a vendor. But even though network managers pay anywhere from 10 to 20% of their overall purchase price for a basic service and support contract, the technical support and service they receive falls far short of their expectations—and certainly isn't worth what they paid.

At Black Box, we guarantee the best value and the best support. You can even consult our Technical Support Experts before you buy if you need help selecting just the right component for your application.

Don't waste time and money—call Black Box today.

Item	Code
Call Center Headsets	
Elite	
Monaural	**HS110A-R2**
Binaural	**HS111A**
Flexible-Boom	
Monaural	**HS112A**
Binaural	**HS113A**
Genie	
Binaural	**HS115A**
Traditional In-the-Ear	**HS116A**
Combo	**HS117A**
Don't forget to order an amplifier for your Elite, Flexible-Boom, Genie, and Traditional Headsets...	
Multi-Purpose (Compatible with GN Netcom MPA-II)	**HS100A-R2**
Two-Prong Carbon (Compatible with GN Netcom 0452 Two-Prong Amplifier)	**HS101A**
Order as many accessories as you need for your Elite, Flexible-Boom, Genie, Traditional, and Combo Headsets...	
Unamplified Connect Cord Quick Disconnect to Norstar Modular Plug	**HS504**
10-foot (3-m) Extension Cord for Use between Disconnects	**HS505**
Supervisory Cord (Inserts between Disconnects)	**HS506**
Supervisory Cord (Observe Only)	**HS507**
Mobile Adapter, Quick Disconnect to 2.5-mm Headset Adapter	**HS509**
Clothing Clip, Plastic for Headset Tops	**HS511**
Elite Speaker Covers	**HS516**
Genie Ear Pads	**HS517**
Flexible-Boom Leatherette Ear Pad	**HS520**
Combo 3-Pack Batteries for Combo Headset	**HS539**